



Leading the way in transforming social care



Director - Community Support Services

c£70,000 and final salary pension | Chelmsford Locality

Essex Cares established in 2009 is one of the country's first Adult Social Care Local Authority Trading Companies set up to transfer former public sector services into the independent and commercial sectors. Comprising two business streams with a combined turnover of c£35 million and a workforce of nearly 1,000 employees, Essex Cares is a complex and diverse social care provider agency with ambitions to grow.

In preparing for the health and social care market changes which will see an emphasis on preventive strategies and greater choice and control for customers, Essex Cares is looking to appoint to this new post. The newly formed Community Support Services will comprise community Supported Employment, Social Enterprises and building based services for older people and people with a learning and/or physical disability.

The appointed person will demonstrate a proven track record in senior management within the social care public, social enterprise or private sectors. Strong leadership skills, a passion for customer empowerment and an ability to inspire will be crucial. An ability to be a fast thinker, strategist, and be entrepreneurial in creating and developing service models will be essential.

For an informal conversation, please contact our Managing Director Mark Lloyd on 01245 434224.

Closing date for applications will be 25th February 2011 with application packs available from the Human Resources Recruitment Team on 01245 269252.

Essex Cares Limited - Working for Essex County Council. Essex Cares is committed to safeguarding and promoting the welfare of vulnerable adults and expects all staff and volunteers to share this commitment. Appointment is subject to satisfactory vetting checks.

www.essexcares.org

Job Titles: Director - Essex Cares (Home Support)
Director - Essex Cares (Community Support)
Director - Business Development (Essex Cares)

The generic role:

This is a complex and highly visible role, responsible for the strategic development and delivery of a high profile Adult Social Care Business. The role requires powerful leadership and tough commercial acumen to ensure the delivery of innovative services.

High level lobbying and influencing skills, the ability to forge strong and productive partnerships, political and commercial astuteness, strategic thinking and the ability to assess and manage risk are crucial skills in the support of the Managing Director. This skill set will need to be underpinned and balanced with a thorough understanding of social care and social enterprise.

The Director posts will ensure the delivery of key strategies in relation to the Essex Cares business planning processes and provide strategic leadership, direction and vision as key members of the Senior Management Team.

The role is to provide strategic direction in the context of a changing adult social care market and to direct the development and growth of new commercial services to adults which focus on choice and control for service users/customers. Staying up to date and being able to respond to the Government Health and Social Preventive Agenda for be vital.

Job Purpose

The overall lead responsibility, within the designated business stream, for the safe, efficient and effective delivery of services ensuring the delivery of the business objectives of Essex Cares Limited through the execution of business plans and objectives. To generate agreed business growth in line with business plan targets*.

Key Accountabilities

- To lead, manage and direct the designated business stream and undertake performance reviews and instigate development initiatives;

- Provide effective strategic and inspirational leadership to Essex Cares as an organisation as a key member of the Senior Management Team, ensuring the business remains alert to new business opportunities and developments;
- To support and provide strong working links with the Managing Director of Essex Cares ensuring due process and governance;
- To provide leadership in working with our Commissioners ensuring appropriate reporting occurs to meet Council requirements and retain the Council confidence in the management of Essex Cares Limited;
- To ensure as a member of the Senior Management Team that Essex Cares annual budget and five year business plan is agreed, updated, and delivered with appropriate monitoring processes in place and taking such action as is necessary to achieve targets;
- To deliver annual budget targets including agreed savings as well as the meeting of contracted and other operational KPI targets;
- To deliver a business growth and development strategy with agreed targets met relating to business growth and development into existing and new markets*;
- To represent Essex Cares to stakeholders, shareholders, partner organisations, Essex citizens and service users. To take opportunity to raise the profile of Essex Cares nationally through conference speaking and promotion through a focused marketing strategy;
- To initiate and develop relationships with other providers in order to take advantage of opportunities to set up services in partnership with other leading organisations such as PCT Providers that will benefit Essex Citizens;
- Seek opportunities to develop the business outside of the main contract with Essex County Council with an emphasis on developing the business outside of the County;
- To develop and transform the business base of many of the existing services within the designated business stream to promote more commercial, social enterprise, and key principles as contained with the Government Concordat 'Putting People First' and White Papers for Health and Social Care with a focus on preventive strategies;

- To lead on developing a highly skilled, flexible and motivated workforce ensuring a strong ethos and culture which sets high accountable standards for service delivery and encourages entrepreneurial thinking;
- To lead, as part of the Senior Management Team, in the integration of Essex Cares Values within the organisation.

Knowledge, Skills and Experience

- Relevant degree or equivalent experience;
- Management and social care qualifications desirable;
- Experience in senior management within an organisation (public/private/voluntary or social enterprise sector) with a significant budget and of comparable complexity;
- Experience in leading culture change at a senior level and evolving and adapting a complex business in response to market trends and opportunities;
- Experience of working in a complex political environment including a detailed understanding of the governance arrangements as directed by a Board;
- Evidence of maintaining and applying up to date knowledge of current thinking and developments within adult social care context;
- Evidence of successfully engaging with commissioners and with stakeholders to develop and maintain successful commercial relationships;
- Track record of successful management of change delivered within a collaborative stakeholder environment and for developing and enhancing service provision;
- Ability to lead, inspire and demonstrate commitment to achieve service development and improve quality;
- Evidence of excellent communication skills and proven ability to be an effective advocate and to influence stakeholder opinion;
- Experience of commercial management;
- An understanding of and track record in risk management;
- Commitment to and understanding of diversity and equality.

Essex Cares Values and Behaviours – Aspire

Adaptable and progressive	<ul style="list-style-type: none"> • we look forward to trying different ways to support to the people who use our services • we are open and accepting to new ideas and ways of working • we constantly monitor our service to ensure that it is effective,
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	<p>value for money and accessible</p> <ul style="list-style-type: none"> • we regularly collect customer feedback to enable us to structure our services into an organisation that people will trust and recommend
Supportive and encouraging	<ul style="list-style-type: none"> • we try hard to smile rather than frown and we try to share that smile with others whenever we can • we are positive and open minded, seeking opportunities to praise and reward • we are good at listening and responding positively to each other and when working with the people who use our services • we try to be cheerful • we do our best to support each other at work and respect our fellow workers • we are good at working together and offer our help to others whenever we can • we try hard not to criticise each other and treat everyone we come into contact with in the same way as we would like to be treated
Proud, to help SU and to represent Essex Cares	<ul style="list-style-type: none"> • we work hard to do our best for the people who use our services and make a difference to their lives • we want to become known as the provider of choice in the county and we know how each of us can contribute to this ambition • we recognise that all of us have a part to play in making Essex Cares the provider of choice • we always work to the best of our ability and try hard to make a difference to the lives of the people who use our services • we work together to support the Essex Cares business ethos • we have people at the heart of everything we do • we celebrate the diversity of the people who use our services and recognise their contribution to enriching our working lives
Integrity	<ul style="list-style-type: none"> • we are honest and truthful in all our interactions with the people who use our services, colleagues and fellow workers • we work together and treat each with respect • we try hard not to let our service users and fellow workers down • we work hard and spend our work time productively • we do what we say we will do • we strive to ensure that everything we do is delivered at the same standard to achieve a quality service
Responsive	<ul style="list-style-type: none"> • we respond quickly to our service user needs and deliver people centred services • we work within professional boundaries to provide appropriate responses and build effective partnerships with the people who use our services
Empathetic and	<ul style="list-style-type: none"> • we are genuinely concerned about the people who use our

compassionate	services, understand their needs and aspirations and work in partnership with them to achieve their personal objectives <ul style="list-style-type: none">• we develop our skills to be able to understand the needs of our fellow workers to enable us to display support and assistance and know when this is required• we support people and show them understanding
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*Denotes specific for the Director of Marketing and Business Development